

In accordance with 37 CFR 1.121 (c)(1)(i), please rewrite claims 2-4 and 16 as set forth below in clean form. Additionally, in accordance with 37 CFR 1.121(c)(1)(ii), amended claims 2-4 and 16 are set forth in a marked-up version in the pages attached to this Amendment.

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C1
2. (Amended) The automated call routing system of claim 1, wherein the maximum benefit router determines the best routing objective of the calling party according to call topics.

a1
3. (Amended) The automated call routing system of claim 1, wherein the maximum benefit router determines the best routing destination based on the routing objective of the calling party distinguished from a second routing objective of a call center.

4. (Amended) The automated call routing system of claim 1, wherein the at least one predetermined parameter is selected from an $m \times n$ benefit matrix having m rows and n columns forming an $m \times n$ matrix and where m represents routing destinations and n represents caller topics.

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C1
16. (Amended) A method for automatically routing a telephone call using maximum benefit routing, comprising the steps of:

receiving a telephone call from a caller;

determining phrases from speech utterances by a caller;

inputting said determined phrases to a speech recognizer device;

a2
converting said recognized determined phrases into at least one of word stems and word classes;

performing keyword lookup on the one of word stems and word classes;

generating a feature vector that contains the number of times the at least one word stems and word classes were found in the determined phrase;

performing analysis on the feature vector;

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Attorney Docket No. 00-4037

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outputting a posterior possibilities vector;
inputting the posterior possibilities vector and determining the expected benefit of
routing the call to each of a predetermined destination; and
outputting a benefit sorted vector of destinations, benefits and topic scores.
